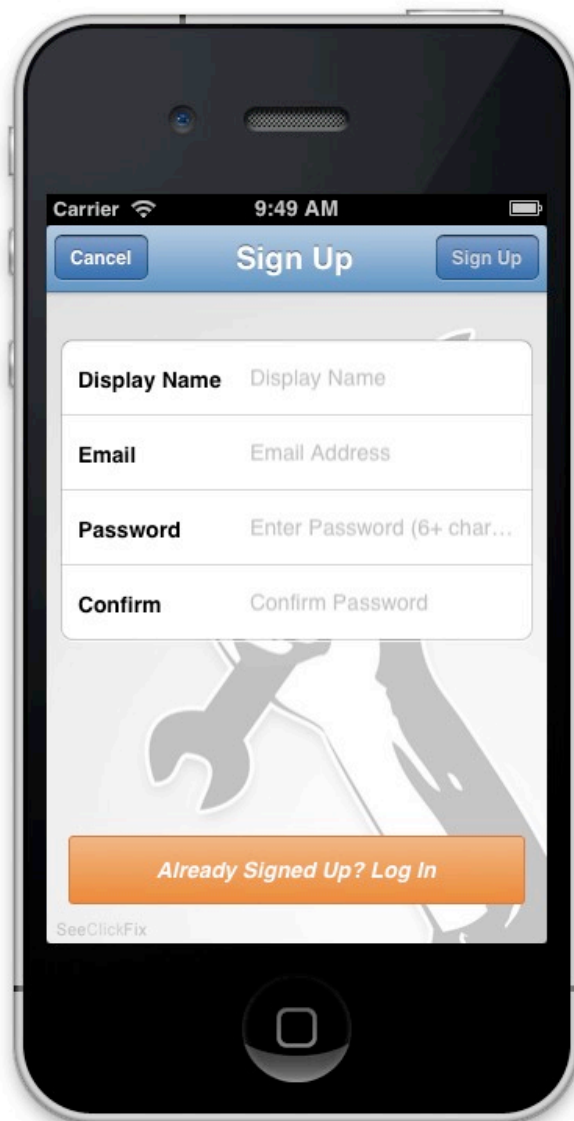
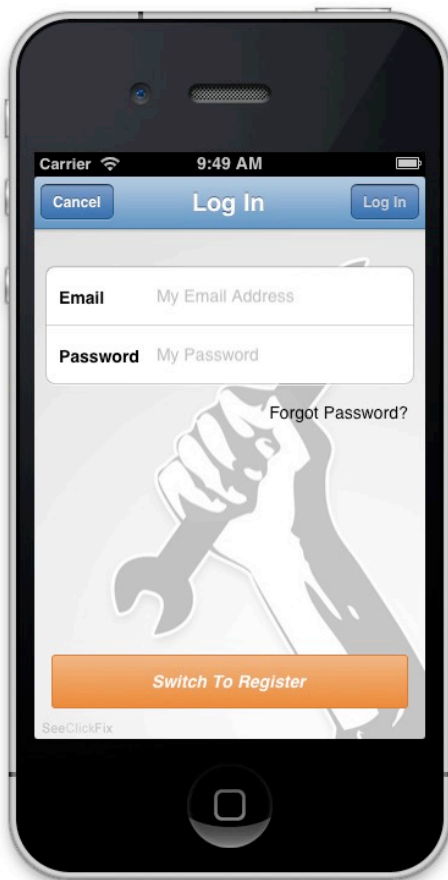




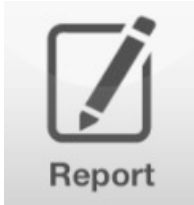
SeeClickFix Smart Phone Application How-To Guide for Residents

Getting Started

Start reporting issues to the City of St. Charles using the SeeClickFix app today by signing up for a SeeClickFix account! To do so, choose a display name, provide your email address and create a password for your account. Once you have submitted this information, you will receive an email asking you to confirm your email address by clicking a link. After your email address has been verified, you're ready to start reporting issues and improving your community!

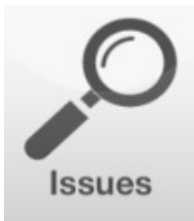


App Navigation



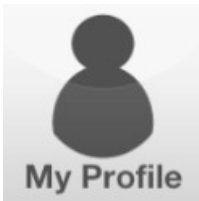
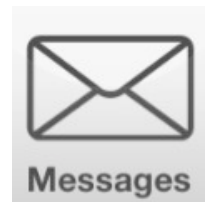
Start a new report to be submitted directly from your phone to the City of St. Charles

See what community concerns your neighbors are reporting and help support their issues



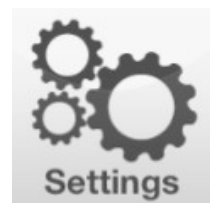
Search for and view issues reported in your area. Issues can be displayed on a map or a list.

Stay up-to-date on the status of issues you've reported with notifications from the city

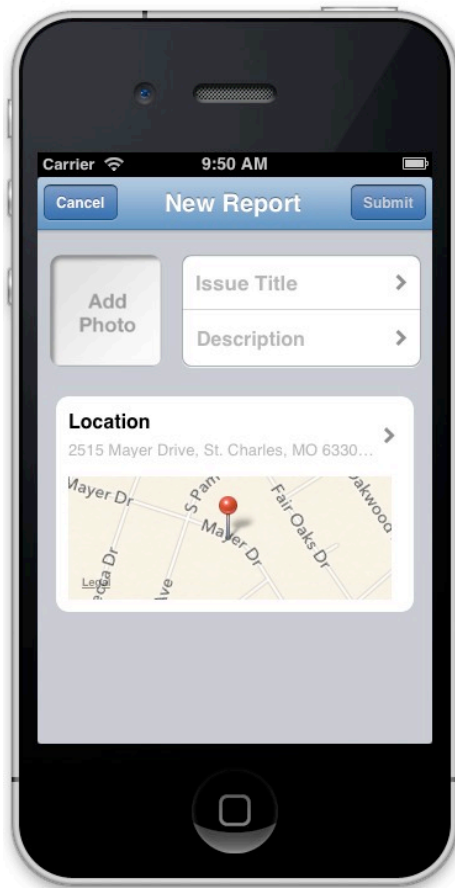


Create a user profile and keep track of your submitted reports, comments and drafts

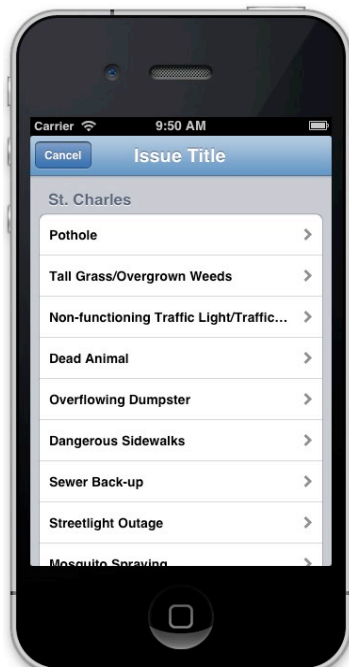
Control the settings of your SeeClickFix iPhone or Android app



How to Report an Issue Using the SeeClickFix App

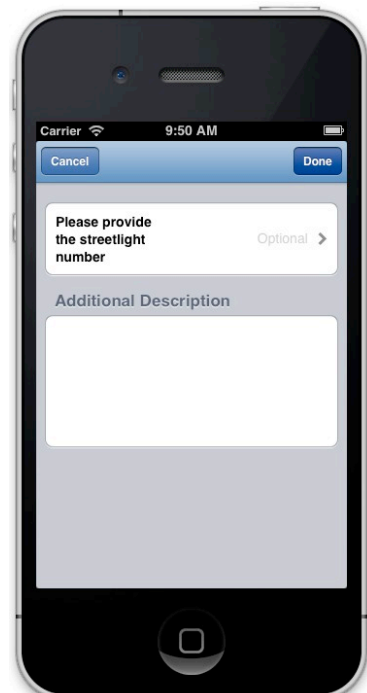


Using your phone's GPS, the SeeClickFix app will automatically tag the location where you are reporting the issue. To enter an address manually, click anywhere in the "location" box at the bottom of the screen. Once you have entered your location, click "Issue Title".

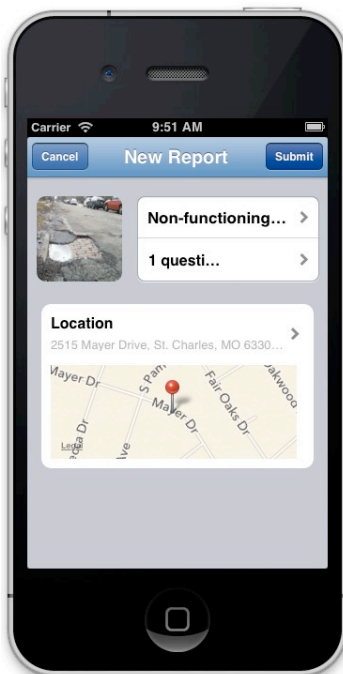
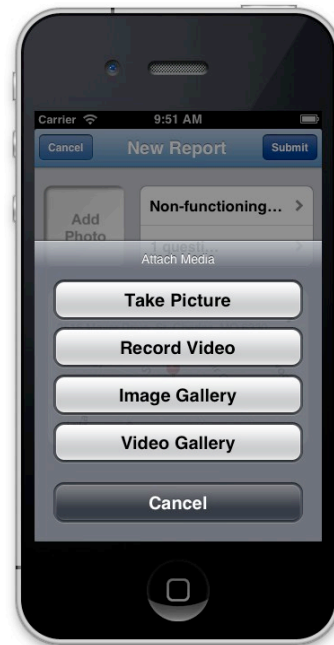


Select the type of request you would like to submit from the list (left). Next, click "Description" to input additional information about the problem you're reporting (right).

Once you're finished, click "Done".



Click “Add Photo” to attach an image from your phone’s camera or image gallery to your report.



Once you have entered in all required information, click “Submit” to send your service request to the city. Here you will also have the option to save your report as a draft to submit at a later time.

Congratulations! Your report has been submitted and is on its way to the City of St. Charles for resolution.

